



Women's  
Pioneer Housing  
Est 1920

# MAINTENANCE SURVEYOR

RECRUITMENT PACK



DECEMBER  
2024

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APPLICATION  
PROCESS  
INFORMATION

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ROLE PROFILE  
AND PERSON  
SPECIFICATION

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# YOUR APPLICATION

Thank you very much for your interest in this post. On the following pages, you will find details of the role and the selection process to assist you in completing and tailoring your application.

To apply you should submit:

- An **up-to-date CV** which shows your full career history – we recommend that this is no longer than three pages;
- A **supporting statement** explaining why you are interested in this role, detailing how you are a good candidate for this post and how you fulfil the person specification – we recommend that this is no longer than three pages;
- **Diversity Monitoring Form** - completion of the diversity form is not mandatory, this is requested for monitoring purposes in line with our commitment to equality and diversity.

Please note that applications can only be considered if all the documentation is complete.

In your application please indicate if you cannot attend the interview date.

**Applications must be sent by 4pm on Friday 3rd January 2025 to [hr@womenspioneer.co.uk](mailto:hr@womenspioneer.co.uk).**

If you wish to have an informal discussion about the role and organisation, or if you have any other questions you would like answered to help you decide whether to apply, please do call me for a confidential discussion.

Kind regards,  
**Susan Bernard**  
Head of HR and Corporate Services  
020 8749 7112



# WELCOME TO WOMEN'S PIONEER HOUSING



I am delighted that you are considering joining Women's Pioneer Housing. This pack has been prepared to provide further information about us and the role of Maintenance Surveyor- hopefully the information will stimulate you to apply.

Women's Pioneer Housing has an extraordinary legacy. We were founded in 1920 by women and men who understood the link between providing women with good quality affordable accommodation and the wider fight for women's equality. We have always held true to this mission and after a 100 years since our formation, gender inequality remains a huge issue. The need for an organisation that understands and champions women's housing needs has never been more relevant.

A safe home is the foundation in supporting our residents' independence. A women's life is a journey and we need to be able to support our residents along the way. We do this in many ways. We house women of all ages and we are the largest provider of sheltered housing in Kensington and Chelsea. We work closely with our residents to review and continuously improve our homes and services. We have an ambitious development programme, including our scheme at Wood Lane which will deliver 60 new high quality homes and our development in Ealing that will deliver over 100 new high quality homes. We also aim to be a leading voice on women's housing issues raising awareness of gender inequality and intersecting inequalities linked to race, sexuality, disability, age etc. In 2024 the need to address women's diverse housing needs is perhaps even greater than it was in 1920.

We have a strong and experienced executive management team, positive staff infused with energy as we continue to grow and a Board that is incredibly committed.

If what we say and do inspires you, we hope you apply.

Yours sincerely,  
*Tracy Downie*  
Chief Executive

# ABOUT US



Women's Pioneer Housing own almost 1000 properties in eight boroughs in west and north-west London: Kensington & Chelsea, Hammersmith & Fulham, Camden, Ealing, Wandsworth, Hillingdon, Harrow, and Westminster. 80% are studio and one-bedroom flats, mostly in converted Victorian buildings, many of which are listed or in conservation areas. There are also 90 leasehold flats, and a small but growing number of higher rental investment properties that fund our future development plans.

Our sheltered housing for single women over 60 is located in Kensington & Chelsea, where we are the largest sheltered housing provider. We have 178 flats for women over 60 who wish to live independently in their own home but with added security and back-up support on site and on call.

## Our Vision

For all single women across London to have access to a safe, secure and affordable home.

## Our Mission

To offer single women access to safe, secure and good quality affordable homes and services that enable women to live a good quality of life. To influence other housing providers so they understand the needs of single women and offer services that meet this need.

## Our Values

### We Put our residents 1st

Our services are designed through collaboration with our residents, and we aim to achieve excellence in all that we do, providing innovative solutions that ensure our residents are positive about living in a WPH home.

### Are Open, trusted and nurture great relationships

Our customers and partners can trust that we will do what we say we will do and feel confident when they contact us that they will receive a service that is exceptional and responsive to their needs.

### Value Equality, inclusivity and empowerment

We champion equality and diversity and in particular, the role that women's housing plays in tackling gender inequality. We work as one team and empower our teams and residents to think and do things differently in recognition of our diversity and the legacy of our founders.

### Provide a Respectful and safe environment

We respect each other and our residents in all our communications and deliver services and create homes in the right environment so that our residents and teams feel safe

# OUR CORPORATE PLAN

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## Our Homes

Our homes will be safe and warm in desirable neighbourhoods and built to a high standard.

We are committed to providing safe, well-maintained and energy efficient homes where our residents can flourish. To achieve this, we will invest in our existing properties as well as seeking opportunities to grow our portfolio. Our team will work to better understand our stock and our residents' specific needs, to ensure our homes can be adapted as individuals' requirements change. Combined with measures to reduce our properties' carbon footprint, this will make our homes fit for purpose now and into the future.

## Our Services

Our services will be excellent, delivered professionally and designed to meet the needs of single women.

We want our residents to be happy with our services, have a strong voice and work with us to ensure we meet their diverse needs. Our team will get to know our residents well, listen to what they have to say and encourage more people to get involved in shaping our services. To make sure residents get the care and support they need as their circumstances change, we will also work with partner organisations to enhance our service offer.

## Our Organisation

Our organisation will be financially robust, well governed with a culture that values people who are passionate about doing a great job.

In such a challenging economic climate, financial strength is fundamental to achieving our corporate aims, managing our growth and adapting to new legislative and regulatory requirements. For our organisation to thrive, we must also have a committed and professional team. So we will create a framework for staff recruitment and development, while nurturing a culture where our people feel empowered and accountable. We will also ensure we have excellent IT systems which can support modern services and allow us to capture, hold and analyse data effectively. This will help us improve our knowledge about our residents and homes, so we can make more informed business decisions.

We have over a hundred years of experience and a strong portfolio of assets which we can use to lever in funds to support the development of our homes and services. Building on our own strengths and working in partnership with our residents and others wherever possible, utilising new technology effectively we are confident we can meet these challenges.

In addition to increasing and continuously improving our own homes and services, we will continue to highlight women's ongoing housing needs to influence local and central government and other housing providers to do more in this area.

We aim to be small enough to be nimble, agile and responsive and bold enough to stand up to inequalities of the world. Central to achieving this impact is realising our desire to work in partnership with our residents to develop our services and to highlight best practice and its impact on women's lives.

# ROLE PROFILE

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Line Manager:

Head of Contracts, Compliance and Property Services

Direct reports:

None

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Purpose of the role

To contribute through the provision of technical advice and oversight to the provision of a high quality, effective resident focussed maintenance service and to the provision of new homes.

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Key relationships

- External: Tenants and leaseholders, neighbours, staff within local authorities, local authority Councillors, representatives of third party agencies e.g. emergency services, social services and healthcare workers, consultants and contractors and staff of other RP's
  - Internal: Staff across all sections of the organisation. This includes staff not based at the associations head office.
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Key responsibilities

- To provide technical advice to team members to enable appropriate repairs orders to be raised
- To manage a programme of work to comply with statutory and regulatory health and safety obligations
- To manage a portfolio of major repair projects
- To manage the process of specifying, implementing and completing void works
- To assist with the oversight of the contract works stages of Cyclical Maintenance programmes
- To engage effectively with residents affected by the above works, carrying out statutory consultations where necessary
- To carrying out pre and post repair inspections to ensure a high quality service is provided to residents
- To carry out value for money assessments, including benchmarking with other providers and to monitor performance against KPI's and periodically to produce data and reports
- To contribute to the formulation of policies and procedures

# ROLE PROFILE

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- To monitor the cost of works against budget and to produce regular reports
  - To contribute to the formulation of strategy, policy and procedures
  - To assist the Repairs Officer in ensuring that an adequate panel of maintenance contractors is maintained and their performance reviewed
  - To respond to complaints within given timescales
  - To Manage Disrepair claims within given timescales
  - To Manage Damp and Mould cases within given timescales
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## General Responsibilities

- Service Delivery  
Responsive repairs
  - To carry out diagnostic inspections and prepare a report which enables the repairs staff to raise appropriate works orders
  - To carry out post repair inspections of high value works to check the effectiveness of the work
  - To carry out checks to contractor invoices to ensure correct use of codes and values
  - To provide occasional cover for repairs staff in receiving repair requests and raising works orders.
- Major repairs (costs of over £5000)  
In relation to the jobs managed:
  - To agree budget availability and decision to commit with the Head of Contracts, Compliance & Property Services
  - To work with the Head of Contracts to agree a specification, tender list and timetable for the works. Ensuring that where statutory consultations are required the timetable allows for this
  - To oversee the tender process on behalf of WPH and to obtain or produce a tender report and recommendation as appropriate
  - Following tender acceptance by the Head of Contracts to ensure appropriate oversight of the works on site to completion and end of the Defects liability period
  - Assist with the development of a framework of voids contractors

# ROLE PROFILE

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- Compliance works e.g. fire safety, asbestos management, electrical safety and water hygiene
  - To receive reports and recommendations from specialists
  - To agree budget availability and decision to commit with the Head of Contracts
  - To raise works orders or for higher value works commission works in accordance with WPH procedures
  - Oversee works on site
- Cyclical Maintenance
  - To assist the Head of Contracts to ensure appropriate oversight of the works
  - Attend snagging and practical completion inspections
- Management of the voids process

## Standard Voids

- To carry out timely inspections of voids when advised by Housing team
  - To prepare a spec based on the Home standard
  - To obtain quotations
  - To accept quotation, agree timetable and raise an appropriate works order
  - Inspect works in progress, snag and sign off works
  - To keep colleagues apprised of progress, to assist swift letting of flat on completion of works
  - To ensure that works are completed within KPI timescales and report on a monthly basis
  - Explore opportunities for continuous improvement
  - More than Decent Programme
    - To assist the Building Surveyor where required in the delivery of the More than Decent programme.
- Tenant Engagement
    - To provide an effective response to residents with queries about repair works



# ROLE PROFILE

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- Major Repair and Compliance works
  - To consult with residents affected by the works keeping them fully informed of the works and the programme and the implications for them. Carry out consultation in a format to comply with statutory requirements where this is necessary including the preparation of formal Section 20 documentation
  - To work with residents to ensure that access is provided in line with the agreed programmes
  - To Manage Disrepair claims within given timescales
  - To Manage Damp and Mould cases within given timescales
- Void works
  - Where void works are being carried out, ensure that neighbours are made aware
  - Ensure that new tenants are provided with a moving in pack appropriate to the flat and deal with queries as required
  - Ensure that all void packs are fully completed before hand over and documents saved on the systems
- Value for Money – Recording and Monitoring and reporting
- Responsive repairs
  - In conjunction with the post repair inspections above, to assess the value for money of high value repairs considering the quality, timeliness, effectiveness and cost of the repair and to produce reports to the Asset Manager
  - To record and compare performance with KPI's and provide data and reports on same
  - To benchmark this information internally and externally
  - To ensure correct use of SOR codes and costing mechanisms
- Major repair and Compliance works
  - To record and monitor progress, quality, adherence to specification of the works and to produce regular reports on same
  - To record, monitor and compare performance with KPI's and provide data and regular reports on same
  - To record and monitor expenditure against budget and produce a quarterly report to the Asset Manager
- To benchmark this information internally and externally

# ROLE PROFILE

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- Management of voids process
    - To monitor progress, quality, adherence to specification of the works and to produce regular reports on same
    - To record performance date and compare with KPI's. To produce data and reports on same
    - To record and monitor expenditure against budget and produce a quarterly report to the Asset Manager
    - To benchmark this information internally and externally.
  - Contribution to strategy, policy and procedures
    - To contribute to the formulation of strategy, policy and procedures including the Asset Management Strategy and the Homes Standard and to policies and procedures which support the work of the property team
  - Training and Support
    - To attend training sessions as arranged by WPH and to identify areas where additional training might be required
    - To provide technical support to colleagues
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## Additional information

These are your main areas of responsibility but you may be required to perform other duties as we may reasonably require from time to time.

# PERSON SPECIFICATION

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## KNOWLEDGE, EXPERIENCE AND QUALIFICATIONS

- Working in a construction, building maintenance or property management environment
  - Construction or Maintenance Project Management experience
  - Technical qualification in construction or maintenance related subject area
  - Knowledge of works ordering systems and obtaining competitive quotations
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## SKILLS AND ABILITIES

- Able to carry out inspections and stock condition surveys
  - Able to communicate confidently both in writing, verbally and in person to a wide variety of audiences
  - Able to take decisions within a system of delegations
  - Able to effectively manage programmes of work
  - Good IT skills
  - Able to manage performance monitoring systems and utilize outputs to inform decision making
  - Ability to manage the performance of contractors
  - Ability to build effective working relationships with residents, contractors and key stakeholders
  - Ability to work collaboratively with others to ensure a quality service
  - Ability to deliver projects and to motivate others to achieve outcomes
  - Ability to deliver high standards of customer care
  - Ability to deal robustly with difficult issues and achieve positive outcomes
  - Able to demonstrate costing mechanisms such as SOR
  - Able to demonstrate the process of managing Disrepair cases
  - Able to demonstrate the process of managing damp and mould cases
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## PERSONAL ATTRIBUTES

- Highly organised and an effective time manager
- Self-motivated, understands objectives and able to take personal responsibility for meeting them
- Has a collaborative working style that can bring out the best in others
- Able to rely on own judgment and knows when to seek further assistance
- Has an “outcome focus” approach to service delivery resolving issues through creative thinking
- Remains calm under pressure
- Committed to ongoing learning and development
- Has empathy with needs of residents
- Commitment to equality and diversity
- Commitment to social housing

# STAFF BENEFITS

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## LOCATION

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We are currently working a hybrid approach. Customer facing teams are required to be in the offices and/or on site at least 3 days a week, however Tuesday is an all staff in the office day.

## BONUS AWARD

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Each year in November, we will review the organisations performance and financial status to consider whether a one off bonus award payment can be made.

## FLEXI TIME WORKING

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For most staff we enable flexible working patterns within our formal flexi time working arrangement. Additional hours worked can be accrued to be taken at a later date in periods of whole days (up to 2 days every four weeks) or half days. This can equate to up to 26 days leave per year in addition to your annual leave entitlement. This is the equivalent to 52 days (or 10 weeks absence) per year for full time colleagues, pro-rata for part time colleagues.

## PENSIONS

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All employees are auto enrolled onto our Group Pension Scheme providing a pension pot towards your retirement. In return for you paying 5% of your salary in employee contributions, WPH will pay 8% of your salary in employer's contributions.

## ANNUAL LEAVE

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Annual leave entitlement starts at 26 days rising to 29 days after 5 years' service. In addition, bank holidays are paid non-working days. Our office closes throughout the Christmas period from 1pm on Christmas Eve until the New Year.

## DEATH IN SERVICE

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As member of the Group Pension Scheme, you also qualify for Death in Service Benefits. Your beneficiaries will receive x4 your gross annual salary should you die whilst a permanent member of staff and enrolled in the pension scheme. A valuable addition to give your family peace of mind.

# STAFF BENEFITS

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## EMPLOYEE ASSISTANCE PROGRAMME

The programme is easy to access and confidential. It is available at no cost to you and your immediate family members 24 hours a day, 7 days a week, 365 days a year. Personal Legal Support Access to in-depth help and information on any issues.

## DISCOUNTED RETAIL PORTAL

Access to a wealth of retailers allows you to save on your spending. You will have your own login to earn cashback or discounts on anything from your grocery shopping to utility bills, mobile phone contract and big ticket items with well known retailers.

## PHYSIOTHERAPY

Up to 8 consultations (including initial assessments) per year shared between the employee and their partner. The treatment will usually include digitally delivered exercises with ongoing support via video consultation.

## REMOTE GP AND SECOND OPINION

Unlimited video consultations with a UK-based GP, including prescriptions and medications delivered directly where needed. Each appointment lasts up to 20 minutes and the service aims to provide direct video access to a GP – 24/7, 365 days a year.

## MENTAL HEALTH SUPPORT

Up to 8 consultations (including initial assessments) per year shared between the employee and their partner. The treatment plan will usually be delivered via video consultation and could include supported online cognitive behavioural therapy modules

# MAINTENANCE SURVEYOR

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**Title: Maintenance Surveyor**

**Salary: £48,278**

**Location: Activity-based/Hammersmith**

**Hours: 35 per week Monday – Friday**

**Contract Type: Permanent**

Founded in 1920 by women and men who understood the challenges faced by women trying to secure affordable, safe and independent housing at the time, the need for safe, secure, affordable housing for single women is as great as ever. We remain committed to making a positive difference to women's lives by providing high quality homes and services.

We are looking for a Maintenance Surveyor with considerable experience in construction or maintenance project management, who has a technical qualification in construction or maintenance related subject area. We are looking for a highly organised, self-motivated, collaborative and outcome-focused professional with a significant amount of knowledge of works ordering systems and obtaining competitive quotations.

In this role, you will support our Head of Contracts, Compliance and Property Services and contribute by providing technical advice and oversight to deliver high quality, resident-focused maintenance service. You will maintain external relationships with our tenants and leaseholders, local authority Councillors, representatives from emergency, social and healthcare services, consultants and contractors.

Your main responsibilities will include the provision of technical advice to team members to enable repairs order to be raised appropriately. You will manage a programme of work to comply with statutory and regulatory health and safety obligations. You will manage a portfolio of major repair projects, and the process of specifying, implementing and completing void works. Your engagement with our residents will consist of carrying out pre and post repair inspections and statutory consultations where necessary. You will manage disrepair claims, damp and mould cases, and respond to complaints within given timescales.

We are a small team, and work together to deliver our shared objectives. If you are passionate about bringing excellence to your work, enjoy collaborating with others and can demonstrate commitment in all that you do, we would love to hear from you.

More details of the association and how to apply are available on [www.womenspioneer.co.uk](http://www.womenspioneer.co.uk).

If you would like an initial discussion to find out more about this role, please contact Kemal Hulusi, Head of Contracts, Compliance & Property Services ([kemal.hulusi@womenspioneer.co.uk](mailto:kemal.hulusi@womenspioneer.co.uk)).

**Closing Date: 4pm Friday 3 January 2025**

**Interviews will be held in person at our offices on 9, 10 and 13 January 2025**

# WOMEN'S PIONEER HOUSING

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## Contact us



020 8749 7112



hr@womenspioneer.co.uk



<https://womenspioneer.co.uk/>

